

Inside: Top 25 Jobs in DC

IN Demand

**First
Edition**

District Residents at Work

receptionist and information clerks

security guard

*administrative assistants
chief executives*

healthcare

maids and housekeepers

This Issue:

registered nurses

Customer Service

secretaries

economists

management analyst general

operations manager

administration

supervisors

Need Career Information?

Go Online at www.dcnetworks.org

Or Call 202-724-7000

engineers

office clerks

janitors

administrative services managers

retail salesperson

computer system analyst

***"In emergencies call 911, however,
for non-emergencies call 311."***



TOP 25 JOBS IN THE DISTRICT OF COLUMBIA by skill level

Occupation	Annual Wage*	Significant Training	Job Description
B A S I C S K I L L S			
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	\$21,550	Short-term on-the-job training	Clean inside of buildings and keep them in good condition.
Combined Food Preparation and Serving Workers, including fast food	\$18,190	Short-term on-the-job training	Take orders and serve food, prepare some items, and wrap or place in containers.
Waiters and Waitresses	\$16,500	Short-term on-the-job training	Take orders and serve food and drinks, prepare checks, and may accept payment.
Cashiers	\$22,110	Short-term on-the-job training	Receive money, make change, fill out charge forms, and give receipts.
Security Guards	\$27,290	Short-term on-the-job training	Patrol and inspect property to protect against fire, theft, vandalism, and illegal entry.
Office Clerks, General	\$27,570	Short-term on-the-job training	Administrative support with duties too diverse to be classified.
Retail Salesperson	\$22,490	Short-term on-the-job training	Help customers find what they are looking for and interest them in the merchandise.
Receptionists and Information Clerks	\$27,540	Short-term on-the-job training	Duties include making a good first impression, using a personal computer and fax machine.
Maids and Housekeeping Cleaners	\$24,590	Short-term on-the-job training	Light cleaning duties to maintain private households or commercial establishments.
M I D - L E V E L S K I L L S			
Secretaries, except Legal, Medical, and Executive	\$37,230	Moderate-term on-the-job training	Responsible for administrative and clerical duties necessary to run and maintain organizations efficiently.
Executive Secretaries and Administrative Assistants	\$42,460	Moderate-term on-the-job training	Perform fewer clerical tasks than secretaries but handles complex responsibilities, such as research, training and supervising clerical staff.
Administrative Services Managers	\$71,850	Bachelor's or higher degree, plus work experience	Coordinate and direct support services, and manage services that allow the organization to operate efficiently.
First-line Supervisors/Managers of Office and Administrative Support Workers	\$67,570	Work experience in a related occupation	Plan work for support staff, evaluate staff, interview and evaluate job applicants, liaison among all staff.
Registered Nurses	\$57,440	Associate Degree	Observe, assess, and record medical symptoms; assist physicians; administer medications; assist in convalescence and rehabilitation. License may be required.
Paralegals and Legal Assistants	\$43,440	Associate Degree	Assist lawyers; investigate facts of case; identify appropriate research; may write summary reports.
Legal Secretaries	\$51,150	Post-secondary vocational training	Specialization in various types of law may be required.
Customer Service Representatives	\$31,170	Moderate-term on-the-job training	Ensure that their company's customers receive an adequate level of service or help with questions and concerns.
H I G H S K I L L S			
Management Analysts	\$77,150	Bachelor's or higher degree, plus work experience	Suggest solutions to management problems. May work individually or in groups; work will vary from client-to-client or project.
Lawyers	\$127,980	First professional degree	Represent clients in criminal and civil trials, advise clients as to their legal rights and obligations, offer courses of action.
General and Operations Managers	\$98,170	Bachelor's or higher degree, plus work experience	Formulate policies and direct operations of corporations, nonprofit institutions, and government agencies.
Accountants and auditors	\$65,070	Bachelor's Degree	Prepare, analyze, and verify financial reports and taxes and monitor information systems.
Computer Systems Analysts	\$78,860	Bachelor's Degree	Study business, scientific, or engineering data processing problems and design new solutions using computer technology.
Chief Executives	\$138,440	Bachelor's or higher degree, plus work experience	Determine and formulate the policies and direct the operations of corporations, nonprofit institutions, and government agencies.
Economists	\$93,950	Master's Degree	Conduct research, collect and analyze data, monitor economic trends, and develop forecasts. Some may specialize in a particular area, i.e. labor, price, etc.
Public Relations Specialists	\$72,600	Bachelor's Degree	Handle organizational functions such as media, community, consumer, industry, and government relations.

*Based on May, 2004 Occupational Employment and Wages from the Occupational Employment Statistics (OES) Survey.

The Top 25 fastest growing occupations for the District of Columbia are based on employment projections by industry and occupations for the period 2002-2012.

Featured Career

Customer Service Representatives

ensure that their company's customers receive an adequate level of service or help with questions and concerns. Communication may take many different forms: person-to-person; by telephone, e-mail, or regular mail correspondence; by fax; or even over the Internet. Moderate-term on-the-job training is generally required for employment and the current mean wage is \$14.98 per hour. This occupation is predicted to experience 195 openings a year in the District.



There are, broadly speaking, three categories of work in customer service.

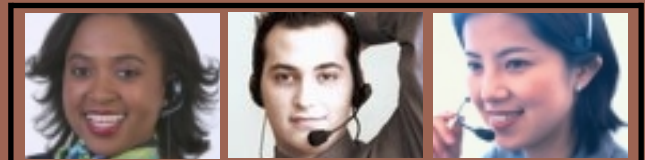
Some Customer Service Representatives are trained to identify problems and respond to them; others specialize in registering or enrolling customers; and still others monitor and analyze customer business interactions such as billing.

Important skills in customer service are listening, reading comprehension, speaking, monitoring activities of others, and time management.

Important abilities include communication, deductive reasoning, the ability to tell when something is wrong, or is likely to go wrong, clarity of speech, and the ability to identify and understand the speech of others.

A Bachelors Degree is not essential for a career in customer service. More than two-thirds of Customer Service Representatives between 25 and 44 have not completed college. A solid education foundation is important, however this includes command of English and mathematics and some knowledge of business and management principles, clerical skills, computers, and electronics.

Source: Occupational Information Network, Customer Service Representatives.



On the Job with Linda Payne

Communications Specialist



The Department of Employment Services' (DOES) Naylor Road One-Stop Career Center helped Linda Payne find work. She earns a fulltime salary while training to become a 311 and 911 dispatcher. She works from 3 p.m. to 8 p.m. every weekday at the District's Emergency Call Center in Ward 4. When training is complete, she will work as a communications specialist at the new Unified Communications Center in Ward 8.

Time on the job: Five months

Special Skill: Operating computer-aided dispatch systems

Education: Ballou High School graduate, Class of '72

Lives in: Anacostia, Ward 8

How she got the job: Linda was an employee with decades of service at C&P Telephone (now Verizon) before she accepted a buyout and left the company. Several attempts at changing careers did not work out. She began to regularly visit the DOES One-Stop Career Center on Naylor Road. The One-Stop team encouraged her to apply for a job as telecommunications dispatcher. The job required many of the skills she learned while at C&P. She started at her new job in May.

IN HER WORDS:

"I am truly blessed. A lot of people give up. I've seen people give up. But if I can do it, anyone can do it. I just like peace of mind, because for a lot of years I didn't have it."

Jobseekers Toolkit

DCNetworks Virtual One-Stop system

The District's Virtual One-Stop system is an online tool that provides self-directed service on demand, for people seeking jobs or training.

Jobseekers Can:

- * prepare resumes;
- * search for vocational training;
- * obtain labor market information;
- * research individual employers;

Employers Can:

- * post job vacancies;
- * review resumes on-line;
- * schedule job interviews.

Find Labor Market Information:

- Directly access employment statistics and labor market information.

With Universal Access:

- Delivers services to individuals and employers 24 hours a day, seven days a week from any location with Internet access.

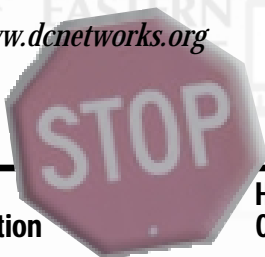
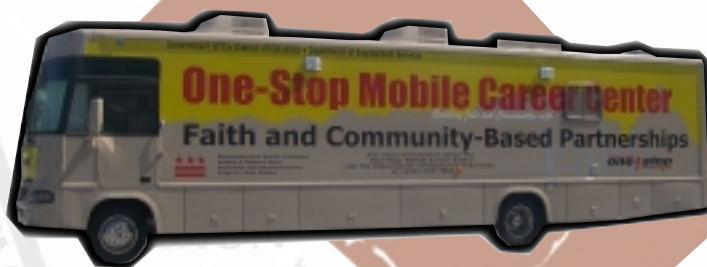
The Virtual One-Stop system can be used by Spanish speakers and the Visually Impaired.

For true One-Stop service visit www.dcnetworks.org

At the Department of Employment Services' One-Stop Career Centers and Mobile One-Stop you can:

- Find a job
- Create an Online Resume
- Research an Employer
- Explore a Career
- Learn about the Job Market
- Learn about Education and Training
- Get Area, Industry, or Occupational Profiles

Visit the Virtual One-Stop system
at www.dcnetworks.org
Or call 202-724-7000.



One-Stop Career Center	Location	Hours of Operation
Franklin One-Stop Career Center *	1500 Franklin St., NE Washington, DC 20018	Mon.-Fri. 8 a.m.-4:30 p.m.
Naylor Road One-Stop Career Center *	2626 Naylor Road, SE Washington, DC 20020	Mon.-Fri. 8 a.m.-3:30 p.m.
South Capitol One-Stop Career Center/ CVS *	4049 S. Capital St., SW Washington, DC 20032	Mon.-Fri. 8 a.m.-4:30 p.m.
A. Philip Randolph Worker Center/Satellite One-Stop Career Center	6210 N. Capitol St., NW Washington, DC 20011	Mon.-Fri. 8:30 a.m.-5 p.m.
Business Improvement District (BID) Satellite One-Stop Career Center	945 G Street, NW Washington, DC 20001	Mon.-Fri. 8 a.m.-4:30 p.m.
U.S. Veterans Assistance Center, Veterans Affairs Regional Office	1722 I Street, NW Room 335 Washington, DC 20421	Mon.-Fri. 8:30 a.m.-5 p.m.
Euclid Street Satellite One-Stop Career Center	1704 Euclid St., NW Washington, DC 20009	Mon.-Fri. 8 a.m.-4:30 p.m.

* Full Service Centers

Union Trades Apprenticeship and Employment Recruitment Fair

Wednesday, September 28, 2005
D.C. Convention Center, Hall E
10:00 a.m. to 6:00 p.m.

Recruitment in all trade areas

District residents with existing skills
may be hired as journey workers.

Call 202.857.3410



Anthony A. Williams
Mayor



Gregory P. Irish
Director

